Table of Contents
List of Tables ........................................................................................................... i
List of Figures ......................................................................................................... i
About this guide ..................................................................................................... 1
   Revision history ................................................................................................. 1
About us ................................................................................................................... 2
   How we communicate with our members ......................................................... 2
   Mission and goals .............................................................................................. 2
Volunteer culture .................................................................................................... 3
   Volunteer communication ................................................................................. 3
   Volunteer training and support ....................................................................... 3
   Volunteer opportunities .................................................................................... 4
      Leadership and support roles ..................................................................... 5
      Committees and special projects ............................................................... 5
      Toe-dips ......................................................................................................... 6
   Options for mentoring and portfolio-building .............................................. 6
First Steps: verify your access and update your information ......................... 7
   Access the drive (Google Drive app) ............................................................. 7
   Update your contact information on the drive ............................................. 7
   Access the manager’s calendar (Google Calendar app) ............................. 8
   Add your email to the manager’s calendar appointments ....................... 9
   Access the Slack workspaces ...................................................................... 9
   Join the IDL SIG Slack workspace ............................................................. 9
   Join the #sig-instructional-design channel in the STC Slack workspace .... 9
   Update your Slack workspace profiles ........................................................ 9
References ............................................................................................................... 10

List of Tables
Table 1: Document revision history ...................................................................... 1
Table 2: IDL volunteer roles ................................................................................. 4

List of Figures
Figure 1: Selecting editing mode in Google Docs .................................................. 7
Figure 2: Inserting a row in Google Docs ............................................................. 8
About this guide

This guide provides new volunteers with the information they need to start volunteering with the Society for Technical Communication (STC) Instructional Design & Learning (IDL) Special Interest Group (SIG).

You can learn about the goals of the SIG, organizational structure, and volunteer culture. Also, find the tasks new volunteers need to complete and procedures in how to perform them. Finally, learn more about what volunteering with the SIG offers you through training and support.

Revision history

Table 1: Document revision history

<table>
<thead>
<tr>
<th>Date (yyyy-mm-dd)</th>
<th>Changes</th>
<th>By</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>2021-12-07</td>
<td>First draft</td>
<td>Anita Matechuk</td>
<td>Used STC IDL SIG Style Guide</td>
</tr>
<tr>
<td>2022-01-14</td>
<td>Redacted</td>
<td>Anita Matechuk</td>
<td>Removed confidential information to allow for document sharing</td>
</tr>
</tbody>
</table>
About us
Welcome and thank you for volunteering with the Society for Technical Communication (STC) Instructional Design & Learning (IDL) Special Interest Group (SIG). We are excited to have you as a member of the team! We are a casual group. Commonly, we refer to ourselves as IDL, IDL SIG, or the SIG.

How we communicate with our members
The SIG is an STC Community of Practice (COP). As a COP, we support our members with a website, educational opportunities, and networking events. In addition, we publish a quarterly newsletter on our website. Find us on your desired social media platform that you can find listed on our website. You can watch for upcoming events on the calendar or read past newsletters. We have resources both for students and technical communication (tech comm) professionals at any stage of their careers.

STC also has SIGs known as Communities of Interest (COI). COIs primarily offer a discussion channel on Slack, but a few have a website or a social media presence.

The STC website also has valuable information for all its members. For example, you can find the Job Bank, STC publications, and education and events information.

Mission and goals
You can read more about us on the SIG website, including our mission and goals:

Our mission is to help STC members identify and develop knowledge and practical skills for designing, developing, and implementing technical instruction in electronic and traditional classroom settings. The SIG strives to promote sound design practices and provide information and education about instructional theory and research.

The primary goals of the SIG are to:

- Build the instructional design skills of members at all experience levels, leveraging the knowledge of experienced members to deliver formal and informal guidance to the community of practice.
- Build the SIG through a proactive combination of activities that includes member recognition, internal and external partnerships, and awareness activities.
- Provide a forum and mechanism for the free exchange of knowledge, ideas, and skills.
Volunteer culture
First off, relax. We do not require your resume or your references. We are happy you want to volunteer with us. The only thing we ask is that you support the SIG by becoming a member. Increasing our membership numbers helps us gain funding. We use the funding to continue providing valuable services to SIG members.

If you tell us you can fulfill a volunteer role, we trust you to do it. However, if you find the role was more than you realized, we are happy to help you in any way we can. For example, you can ask for a coaching session. We also offer training to expand your skills, such as volunteering for a more challenging role.

Paid work, family responsibilities, and self-care come ahead of volunteering. We all try to complete tasks and respond to messages promptly. However, we understand that sometimes things take longer. You can thank us for our patience while you {blank}ed, but please do not feel you need to apologize.

We are here to support you, and it is common to need some time to adjust. For example, you might need to learn the SIG language, learn new communication applications, or figure out the SIG volunteering opportunities. Please remember that your input is valuable to us, and we look forward to working with you.

Volunteer communication
For a lot of our essential information, we use a couple of Google account apps. For example, we use the Google Drive app to store the Community’s Google Drive (the drive). We also use the Google Calendar app (manager’s calendar) for booking SIG appointments and adding reminders. Monthly, we meet virtually to discuss how our work is progressing. In addition, between meetings, we use Slack or email to communicate.

Slack is a messaging app designed for organizations and businesses. The IDL SIG Slack workspace is our preferred communication tool. Slack allows us to communicate with anyone on the team and not deal with email chain issues. Also, Slack displays the most recent 10,000 messages. Anyone on the team can view these messages at their convenience, thus, allowing team members that are not active on a committee to know what is going on.

For more information on using our communication tools, refer to the available references in the Volunteer Training Tutorials folder on the Community’s Google Drive (the drive).

Volunteer training and support
Do not worry about not knowing how to do everything when you start. Being an expert is not a volunteer requirement. We have lots of tools to support you. For example, you can choose to self-learn using our training material or request a one-on-one coaching session. We have training material in various locations, so do not be afraid to ask for help finding something. Our main location is on the drive in the Volunteer Training Tutorials folder.

However, we have not written down all our knowledge, and not everyone learns the same way. Therefore, we offer coaching sessions to all volunteers. All you have to do is let us know you are interested in having a virtual meeting with us.
Volunteer opportunities

We have a more lateral structure instead of a traditional hierarchy. Each volunteer has their responsibilities as we work to fulfill the SIG’s goals. Time commitments vary depending on the role. For example, some short-term toe-dip roles only take a couple of hours, while the leadership roles have a 1-year term or longer.

Every volunteer has different interests and available amounts of time. Choose from our many volunteer opportunities based on what works for you. (See Table 2.) If you want to try out volunteering, consider joining a committee or special project or taking on a toe-dip role with a short time commitment. As you gain confidence, choose a support role to meet more volunteers and learn how we work together. If you have previous volunteer experience, consider a leadership role. We are always interested in developing new to-be-determined (TBD) roles.

Table 2: IDL volunteer roles

<table>
<thead>
<tr>
<th>Leadership roles</th>
<th>Support role toe-dips</th>
<th>Short-term toe-dips</th>
</tr>
</thead>
<tbody>
<tr>
<td>Highest time commitment</td>
<td>Medium time commitment</td>
<td>Shortest time commitment</td>
</tr>
<tr>
<td>Content Curator</td>
<td>TBD</td>
<td>TBD</td>
</tr>
<tr>
<td>MailChimp List</td>
<td>TBD</td>
<td>TBD</td>
</tr>
<tr>
<td>Manager or Co-Managers</td>
<td>Assistant Manager or</td>
<td>TBD</td>
</tr>
<tr>
<td>(elected role)</td>
<td>Co-Assistant Managers</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Volunteer-at-Large</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Special project committees</td>
<td></td>
</tr>
<tr>
<td>Membership</td>
<td>TBD</td>
<td>TBD</td>
</tr>
<tr>
<td>Newsletter</td>
<td>Assistant Editor</td>
<td>Article Writers</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Article Editors</td>
</tr>
<tr>
<td>Programs</td>
<td>TBD</td>
<td>Presenters</td>
</tr>
<tr>
<td>Secretary</td>
<td>TBD</td>
<td>TBD</td>
</tr>
<tr>
<td>(elected role)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Social Media</td>
<td>Facebook &amp; Instagram Liaison</td>
<td>TBD</td>
</tr>
<tr>
<td></td>
<td>LinkedIn Liaison</td>
<td></td>
</tr>
<tr>
<td></td>
<td>YouTube Liaison</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Twitter Liaison</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Slack Channel Liaison</td>
<td></td>
</tr>
<tr>
<td>Student Outreach</td>
<td>Student Liaisons</td>
<td>TBD</td>
</tr>
<tr>
<td>Student Outreach Article</td>
<td>TBD</td>
<td>Editors</td>
</tr>
<tr>
<td>Writing Competition</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Surveys</td>
<td>TBD</td>
<td>TBD</td>
</tr>
<tr>
<td>Training Evaluations</td>
<td>TBD</td>
<td>TBD</td>
</tr>
</tbody>
</table>
Leadership roles
Highest time commitment | Support role toe-dips Medium time commitment | Short-term toe-dips Shortest time commitment
---|---|---
Treasurer (elected role) | Treasurer Assistant | TBD
Volunteer Liaison | TBD | First Fridays at 5: Presenters/Writers Editors/Mentors
Website | Website Liaison | TBD

Leadership and support roles
The SIG leadership team looks after the SIG. Most of the roles do not require a SIG election. However, the Manager, Treasurer, and Secretary are elected roles. Some duties are in the background fulfilling reporting requirements. Others are visible, like maintaining the website.

The leadership team plans educational and networking events. We also communicate with SIG members through email distribution lists, social media platforms, and newsletters.

We have the more well-known roles of Manager, Treasurer, and Secretary. However, we also have roles to look after SIG programs. These program roles include the Student Outreach Article Competition, Surveys, and the Training Evaluations team leads.

Leadership and support roles have an expected 1-year or longer term. However, time commitments vary between leadership roles. For example, the Manager role may require from 6 to 20 hours in a month. However, the Volunteer-at-Large role only commits to attending the leadership meetings. The SIG leadership team meets monthly for an hour, and all SIG members are welcome to attend the meetings.

Are you interested in discovering which leadership roles are available? Check out IDL Leaders & Committees - STC IDL SIG for open positions. Also, the Community’s Google Drive > Leader Guide 2021 folder on our Google Drive has a Leadership Positions Descriptions folder. The role descriptions list the time commitments and responsibilities.

Committees and special projects
The SIG handles additional tasks throughout the year. Therefore, we need committees to handle the tasks and complete special projects. We have lots of fun short-term committees for you to join. Do you want to plan a party? Organize a contest? We are always looking for more ideas. The smaller group sizes make networking easier. Also, you are free to volunteer for anything that interests you.

Perhaps you are looking to build your portfolio? Need a project that works with your schedule? We often need someone to help update our documentation or write a newsletter article. We are interested in supporting your projects. The more active our SIG, the better our chance of winning awards!

Committees and special projects change all the time. However, the Community Achievement Award (CAA) committee exists most years. The committee tracks our activities during a calendar year. They use the tracked activities to apply for the CAA award from STC. Join the team and help us improve our SIG!
Toe-dips
Toe-dip volunteer tasks let you volunteer without taking on the full responsibility of a leadership role like you would dip your toe in the water before diving in and swimming.

Perhaps editing is for you? You can help edit our quarterly newsletters, edit a special project, or provide editing support to a student.

Do you find writing more interesting? How about writing an article for our newsletter, or you can create content for our website.

Social media your thing? We need volunteers to work with our social media team lead. You can support the conversation on one of our social media platforms.

Is there a topic you would like to learn more about? Know a great presenter or educator? Our programs and newsletter volunteers are always looking for great content. You can support us (and help yourself) by finding speakers and writers.

Options for mentoring and portfolio-building
Sharing knowledge is part of instructional design. We all need to stay current in technical communication. In addition, learning together creates lots of opportunities for mentoring.

How you take part in the mentoring is up to you. Everyone has unique comfort levels, and we all take part differently. The best way to join is to offer support or ask for help.

Are you interested in becoming a mentor? Volunteering allows you to network with students and new professionals. You do not need to be the best at everything to be an effective mentor. For example, offer to edit an article or presentation, act as the client for a portfolio project, or work on a joint project together. Your offer of support is essential for students and new professionals to build their confidence.

A volunteer organization has lots of projects available to build your portfolio. Inform our leadership team that you are interested in learning {blank}. Or if you want a {blank} project for your portfolio. We likely have a task you could complete. And if you want, we can provide mentoring on the project.
First Steps: verify your access and update your information

As a volunteer, you have access to internal IDL volunteer information and workspaces:

- The Community’s Google Drive through the Google Drive app.
- The manager’s calendar through the Google Calendar app.
- The IDL SIG Slack workspace through the Slack app.

Please do not share the files or links with anyone. Some information is confidential and for the volunteer team only. Note: the SIG Google account is the Community’s Gmail address.

Access the drive (Google Drive app)

Note: the STC IDL SIG Google Drive Reference contains tips and cautions for using the drive.

The SIG maintains all our documentation using a shared Google Drive app. It is called Community’s Google Drive. However, referring to it as the drive is fine. Training material is available on the drive in the Volunteer Training Tutorials folder. You can review the STC IDL SIG Google Drive Reference for more information about using the drive.

Feel free to look at any documents in the drive. Exploring the documents is a great way to learn about the SIG and our activities.

Update your contact information on the drive

The SIG maintains the file _IDL SIG Leadership Team Contact List with the volunteer team’s contact information. However, we are all responsible for protecting each other’s privacy. Therefore, we thank you for not sharing anyone’s contact information outside of the team without their permission.

Each volunteer updates their information in the file, including their preferred contact times and methods. Note: when updating your information, ensure you turn on the editing mode in Google Docs. (See Figure 1.)

Figure 1: Selecting editing mode in Google Docs

![Image description: in the “Editing” dropdown, a pencil and the word “Editing” is selected. Below “Editing” are the words “Edit document directly.”]
To add your contact information:

1. Open the _IDL SIG Leadership Team Contact List spreadsheet on the drive.
2. Find the appropriate location in the spreadsheet.
   - Elected Leaders: (Manager, Secretary, and Treasurer)
     a. Sort alphabetically by position.
     b. Sort by date held.
   - Committee Managers:
     a. Sort alphabetically by committee name.
     b. Sort by date held.
3. Insert a row. (See Figure 2.)
4. Add your contact information.

**Figure 2: Inserting a row in Google Docs**

![Image description: in the “Format” dropdown list. “Table.” has a popout, with the words “Insert row above and “Insert row below” circled.]

**Access the manager’s calendar (Google Calendar app)**

**Note:** the *STC IDL SIG Google Calendar Reference* contains tips and cautions for using the manager’s calendar.

The SIG uses a Google Calendar app to organize all our meetings and events. The Community’s Gmail address account owns the calendar, and we refer to it as the *manager’s calendar*. You can view the manager’s calendar using your Google account or access the *manager’s calendar* on the SIG website. Please let us know if you do not have access to the manager’s calendar.
Training material is available on the drive in the Volunteer Training Tutorials folder. (See page 7 for information on the drive.) For example, you can review the STC IDL SIG Google Calendar Reference for more information about the manager’s calendar.

Add your email to the manager’s calendar appointments

Note: we try to invite all new volunteers to the SIG meetings when they join. We may have missed adding you to an appointment, so please add yourself to any SIG meetings we missed.

Access the Slack workspaces

Slack is a messaging app designed for organizations and businesses. The SIG uses Slack to communicate with our members on many diverse topics and for volunteer communication. For example, the #sig-instructional-design is a channel in the STC workspace we use to communicate with people interested in our SIG. Similar to how we use a social media platform.

The IDL SIG, as an organization, has its own Slack workspace with multiple channels. We use the IDL SIG Slack workspace for volunteer communication. Using Slack instead of email has helped us reduce our email chains and improved our communication.

Training material is available on the drive in the Volunteer Training Tutorials folder. (See page 7 for information on the drive.) You can review the STC IDL SIG Slack Reference for more information about using Slack.

Join the IDL SIG Slack workspace

The IDL SIG Slack workspace is for volunteer communication between meetings. You can only join by accepting the emailed invitation sent to you by a SIG volunteer. Let us know if you did not receive the invitation or need another invitation sent.

Join the #sig-instructional-design channel in the STC Slack workspace

The #sig-instructional-design channel is available for anyone who wants to join. We use the channel for advertising SIG events and holding discussions with the SIG membership. You can join the STC Slack workspace by using the link on their website.

Update your Slack workspace profiles

You can update your profile in each workspace to fit your needs. For example, you can change how you want Slack to notify you. Or include your IDL SIG volunteer title in the STC Slack workspace. To get the most benefit from using Slack, keep your contact information up to date. In addition, personalizing your notifications for each channel can be beneficial.
References